

15 December 1983

MEMORANDUM FOR THE RECORD

STAT I talked with [ ] regarding the questions on his claims. I explained the breakdown of the charges and the fact that an error was made with the \$70.00 pathology charge being applied to the deductible instead of to the \$400 O/P Max. It will be corrected and forwarded to him. Mutual has not received the \$361.50 hospital bill that [ ] was most upset about; he provided the address and telephone number of the hospital and I assured him we would resolve that for him. He was very appreciative that I called him, but was very upset with Mutual and RAD. (He holds RAD directly responsible for assisting him with any problems that he encounters as a retiree).

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Next 4 Page(s) In Document Denied